

Curve Community Centre

Board of Governors Meeting (3)

19.07.18 17.30 -19.30 The Curve Bard Road W10 6TP

Attendees:

Governors – Emily Stevens ES, Lizzie Cho LC, Abderrahman Elgerbouzi AE, Reedah N El-Saie RE, Kerstin Razzaq KR, Tom Charles TM

Apologies:

Nadia Boujettef NB, Aziza Boudafcha AB and Jacqui Haynes Reedah N El-Saie

Staff: Callum Wilson CW (Head of Service, Grenfell Assistance Centres), Di Donaldson DD (Community Liaison) and Kevin Ramsay KRA (Centre Lead)

Guest: Afthab Chughtai AC Independent Grenfell Recovery Taskforce

ID	Agenda Point	Introduced by	Key Discussion Point(s)	Action(s)
1	Minutes approved and updates on actions from last meeting.	CW-KR	Minutes were agreed and signed off.	
2	Information Desk		<p>Data collection regarding service users visiting the Curve is problematic when signing in as the centre hosts many different types of services and some are confidential.</p> <p>KRA discussed the use of the term 'customers' in relation to those visiting the Curve. It was agreed as an inappropriate term, although the Board asked officers to still ensure they were</p>	<p><b>A1</b> KRA to implement a computerised self-sign in system at the reception area, this will allow for more sensitive information to be collected and data produced.</p> <p><b>A2</b> BOG to discuss at the Open Space Technology session:</p> <ul style="list-style-type: none"><li>• Appropriate terminology for those visiting the Curve.</li></ul>

3	Directory of services and activities	DD	<p>working in the most professional manner possible and offering a very welcoming and caring service.</p> <p>Feedback from service users regarding staff behaviour is of concern.</p> <p>Document is almost ready.</p>	<ul style="list-style-type: none"> <li>• Whether a receptionist post should be advertised.</li> <li>• Mission statement and strap line.</li> </ul> <p><b>A3</b> KRA has commenced consultation with staff, he has offered clarity in relation to acceptable behaviour and actions that will be taken if not meeting with these expectations. CW outlined that all staff members were expected to treat visitors, residents and each other with respect and dignity, and that training had been and would continue to be provided to all. CW noted that there is greater diversity and more local people working at the Curve than in most of the rest of the local authority and we should continue with this initiative, offering training and guidance in support of personal development and community cohesion were required.</p> <p><b>A4</b> The directory of services and activities at the Curve will be made available to visitors on completion, delivered to residents and uploaded on to the digital screens once they are installed.</p>
4	Photographs of Staff	AE		

5	Grenfell Recovery Task Force	AC	<p>Some photographs have been taken of staff and service users (with their permission) The photographer will be returning to complete.</p> <p>Aftab Chughai was introduced to the BOG, he was able to give brief insight regarding his role within the Grenfell Recovery Task Force.</p> <p><b>AC's</b> view was requested by governors on a number of issues.</p> <p><b>TC</b> Requested feedback on the Task Force's view of how the council is performing so far?</p> <p><b>LC</b> Asked about the possibility of a model such as undertaken with Rotherham Council for RBKC.</p>	<p>Photos will be framed and put up in and around the building.</p> <p>AC is deployed to report back to the Secretary of State on community engagement and how well the council is engaged in this, information gathered is then used by central government to further support the recovery process. He has worked with a number of organisations as a Chair and link between communities and statutory services.</p> <p>His primary focus in relation to the Curve is to report to the Secretary of State on performance and any issues arising.</p> <p><b>AC</b> It has been a long process and definite improvements have been identified. The concern is with the pace and how this might be improved.</p> <p><b>AC</b> Elected Councillors had already left the Local Authority before the task force was deployed, due to this it was not necessary to send in commissioners to take over. In the long term the Secretary of State is looking at a trust to be</p>
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			<p><b>LC</b> Is there a way in which the BOG is able to have a more open dialogue with the Local Authority, could councillors be invited to BOG meetings.</p> <p><b>LC</b> Asked how the BOG is able to have more fluid discussion with the wider Grenfell Recovery system, at the moment information is only shared one way.</p>	<p>established in support of the Grenfell recovery.</p> <p><b>A5 BOG</b> It is appropriate for Councillors to be invited to meetings as they have the strategic power to change the decision making processes of a Local Authority. It is advisable for Governors to speak with the appropriate partners at the LA to find the most strategic person to invite. AC and CW stressed the potential of the BOG and reminded the BOG of their power and strategic role regarding how the centre should move forward. BOG should be mindful of not becoming embroiled in the day to day management of the Curve and to focus on the overall strategy moving forward. BOG to discuss at the Open Space Technology session.</p> <p><b>A6 CW</b> This can be requested from Callum as to how other parts of the system are working.</p>
6	Security Feel		<p>Staff are now working on the reception area. SIA courses have been completed for 10 residents and work is being done</p>	<p>There has been a drop in the number of complaints from service users and services, since staff have been working on reception.</p>

	Need for security		to change the contract for Curve security so it can be provided locally. Security presence is under review as per previous BOG request and will be decided upon in September.	No incidents requiring the support of security staff has been reported.
7	Business Planning	DD	Stuart McCure Director of Dramatic Change will be supporting with delivery of the Open Space Technology session. This is an inclusive programme involving Curve staff, community, services and colleagues from Local Authority.	<b>A7 LC</b> to liaise with DD to move this forward.
8	Performance Reports	CW	<ul style="list-style-type: none"> <li>• footfall;</li> <li>• feedback from service users re activities and events attended;</li> <li>• finance and budgets.</li> </ul> <p><b>ES</b> Requested that finance data be broken down further, she also wanted to know if there is a marketing budget.</p>	<p><b>A8 AC</b> A sub group within the BOG could be established to discuss a number of elements such as finance, the group would then report back to the general board with their findings and recommendations. <b>KR and CW</b> to present future service model proposal to BOG outlining possible plans for service delivery which could then be discussed at Open Space day.</p> <p><b>CW</b> Agreed to offer a further breakdown of data figures for the next meeting.</p> <p>A Communication post has been advertised which has not been successful in attracting an appropriate candidate so far. There has now been agreement</p>

			<p><b>AC</b> The format currently being used for footfall data needs to be revised as it is confusing to read.</p>	<p>for an ad to go out again with a revised JD and recruitment more attractive salary.</p> <p><b>A9</b> Format to be changed and agreed at next meeting.</p>
9	The Curve Kitchen	DD	<ul style="list-style-type: none"> <li>Concerns raised by NB and AE that standards of health and safety had decreased.</li> <li>Concerns raised by NB and AE that the food provided at Ramadan by RTP was not of a good enough standard.</li> <li>Concerns raised by NB and AE that the building was not clean.</li> </ul>	Concerns were responded to and report is attached to papers. BOG happy with detail and efforts and asked for continued focus on this.
10	Planning objection	CW	<p>The letter from Governors did get to the planning committee and was a key driver behind the initial planning permission not being granted.</p> <p>There is an obligation for the board to secure that the local community are consulted about local planning applications.</p>	<b>A10</b> The BOG to discuss at the Open Space Technology session.
11	<p><b>AOB</b> BOG training</p> <p>Curve Consultation update</p>	<p>AC</p> <p>CW</p>	<p><b>AC</b> BOG to be supported with governance, minutes and any issues relevant to the board. To print the Curve Mission Statement at the end of minutes.</p> <p>TC requested an update re progress against the Curve consultation recommendations and actions that were agreed in Early 2018.</p>	<p><b>A11</b> DD to establish links with Jas Purewal Community Engagement at the Local Authority to move this forward.</p> <p><b>CW</b> provided an update paper that was agreed at the meeting</p>

	<p>Would the board consider another location for the Curve?</p>	KRA	Lancaster Road has an empty building which could be considered.	<p><b>CW</b> While a new location is of interest the board should be mindful of ensuring the community is consulted in the first instance.</p> <p><b>LC</b> If we were to consider a move of location we would have to also ensure that we are not too close to other centres and possible conflict and duplication of services/activities.</p>
	Road signage	AC	<b>AC</b> Directions via current signage to the Curve is unclear and confusing.	<p><b>A12</b> CW noted that the current blue signs are the only ones which have another language on them. DD to liaise with highways about further improving signage.</p>
	Promotion and communication	TC	<b>TC</b> is concerned that when out in the community he does not see any information about the Curve whether this be fliers, posters or otherwise.	<p><b>A14</b> KR to implement new Curve website and social media presence, along with launching Curve newsletter to reach out to more people and into different parts of the community.</p> <p><b>A13</b> DD is waiting for Kevin to be in post full time at the beginning of September, she will then be visiting schools, local businesses, Residents Associations, the list being non exhaustive to promote the Curve and meet with potential partners. Other Curve members of staff will be involved in this.</p>

	Silence	TC	<b>TC</b> Requested a quiet start in remembrance at the start of each meeting.	All in agreement for this to commence at the next meeting.
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